

## **INFORMATION TECHNOLOGY SERVICES OFFICE (HCAJ9)**

(1) Develops and coordinates CDC-wide plans, budgets, policies, and procedures for information technology (IT) infrastructure services including: desktop computing support, directory services, e-mail, helpdesk support, infrastructure software, IT security, networking, data center services, office automation, remote access, server management, videoconferencing, and telecommunications; (2) provides all IT infrastructure services for CDC; (3) provides consulting services, technical advice, and assistance across CDC in the effective and efficient use of IT infrastructure technologies, assets, and services to carry out mission activities, enhance personnel and organizational productivity, and develop information systems; (4) develops CDC's IT infrastructure architecture; (5) maintains state-of-the-art expertise in information technology and computer science; (6) conducts research and development, evaluation, and testing of new IT infrastructure technologies to support CDC's mission; (7) manages CDC's IT capital investments and CDC-wide IT acquisitions of infrastructure technologies; (8) implements CDC information technology security operations; (9) manages and coordinates CDC-wide IT continuity of operations and disaster recovery facilities ensuring integrity, availability, security, and recoverability of critical data and systems; (10) provides IT infrastructure support services by triaging and responding to requests for services, problem reports, and taking necessary actions; (11) coordinates with the CDC Corporate University to identify training and educational programs needed by staff to effectively use IT infrastructure technologies and services; (12) conducts the IT infrastructure program in compliance with applicable Federal laws, regulations, and policies. (Approved: November 10, 2003)